



Patient Medication Refill Information

Aetna Specialty Pharmacy®

We will call you one week before your next refill is due in order to schedule your delivery. When you are down to your last week's supply of medication, if we have not been able to reach you, please call our toll-free number to confirm your next delivery. It is very important that we make contact. We cannot ship medication without receiving delivery confirmation from you.

Aetna Specialty Pharmacy
1-866-782-ASRX (1-866-782-2779) or TDD: 1-877-833-ASRX (1-877-833-2779)

Calling the Aetna Specialty Pharmacy Refill Team

During the hours of 8 a.m. to 7 p.m. ET, Monday through Friday, you may request a medication refill by calling our refill team at 1-866-782-ASRX (1-866-782-2779) or TDD: 1-877-833-ASRX (1-877-833-2779).

Calling the Aetna Specialty Pharmacy After Hours Refill Line

After hours, there is an automated refill line that is available for your convenience. Please call at least **2 days** in advance of your next refill. Orders placed on this line will not be processed until the following business day.

DO NOT use the After Hours Refill Line if any of the following applies:

- **You need your medication the next day** - In the event you need your medication the next day, please call 1-866-782-ASRX (1-866-782-2779) or TDD: 1-877-833-ASRX (1-877-833-2779) and speak with an Aetna Specialty Pharmacy representative.
 - **You have a change of insurance** - If you have a change of insurance, please call 1-866-782-ASRX (1-866-782-2779) or TDD: 1-877-833-ASRX (1-877-833-2779) and speak to an Aetna Specialty Pharmacy representative.
 - **You have questions for a pharmacist or nurse** - If you have a question, please call 1-866-782-ASRX (1-866-782-2779) or TDD: 1-877-833-ASRX (1-877-833-2779) and speak to an Aetna Specialty Pharmacy representative.
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Steps to Using the After Hours Refill Line

1. Before you call, please have the following information available:
 - Your name
 - First and last name of the patient
 - Date of birth of the patient
 - Telephone number of where we may reach you
 - The prescription refill number and/or medication names
 - What supplies may be necessary
 - Address where you would like to receive the delivery
 - Delivery date (date when someone will be available to sign for your package)
 - Copayment method (American Express, Discover, MasterCard, Visa or Debit card)
 2. Speak clearly into the phone when leaving the required information.
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Aetna Specialty Pharmacy does close for select holidays. This may impact some refill orders. Please be prepared to order your refill in advance, if needed. A list of holiday closing dates is posted at www.AetnaSpecialtyRx.com.

We look forward to processing your next medication refill.